

This document provides the instructions for FCC Report 43-06, the ARMIS Customer Satisfaction Report, which was adopted in CC Docket No. 87-313. The instructions consist of the following five sections.

1. Reporting Procedures - details on the specific procedures to be followed when submitting this report to the Commission.
2. Report Definition - illustration of the rows and columns to be reported and their definitions.
  - a. Summary - description of the form.
  - b. Form - illustration of the rows and columns to be reported.
  - c. Row Instructions - instructions for completing the rows to be reported.
  - d. Column Descriptions - description of the columns to be reported.
  - e. Certification - illustration of the certification page.
3. Automated Report Specifications - detailed automated data processing (ADP) specifications for the automated report to be filed.
4. Paper Report Specifications - specifications for the paper report to be filed.
5. COSA Code Table - the list of four letter COSA codes (CO = Company, SA = Study Area).

**A. Introduction**

This document contains details on the specific procedures to be followed when submitting FCC Report 43-06, the ARMIS Customer Satisfaction Report, to the Commission.

**B. General Information**

1. FCC Report 43-06 was adopted by the Commission in the LEC Price Cap Order, Policy and Rules Concerning Rates for Dominant Carriers, Second Report and Order, CC Docket No. 87-313, 5 FCC Rcd 6786, 6827-30 (1990). See also Quality of Service Standards Order, Policy and Rules Concerning Rates of Dominant Carriers and Amendment of Part 61 of the Commission's Rules to Require Quality of Service Standards in Local Exchange Carrier Tariffs, Memorandum Opinion and Order, CC Docket No. 97-28, 12 FCC Rcd 8115 (1997). This report is prescribed for every incumbent local exchange carrier for whom price cap regulation is mandatory.
2. Affected carriers shall file by April 1 for the previous calendar year.
3. The report shall be filed at the study area (Jurisdiction) and holding company levels.
4. Each report and diskette must be clearly labeled to include the report number, company, study area, period, COSA code, version and submission number. The report number is 43-06, which identifies the filing as the ARMIS Customer Satisfaction Report. The period identifies the year covered by the data. See the attached COSA Code Table (CO = Company, SA = Study Area) for a list of companies and their respective COSAs. The version refers to whether the filing is confidential, Public or unrestricted. The submission number is defined as follows: submission 0 is for test data purposes only; submission 1 is for the first submission of a year's data. If there is a change in the data in either the automated or paper report, the carrier must resubmit both. A higher number (2, 3, etc.) and a new data entry date must be used each time a change occurs to denote a new submission. The automated and paper reports submission numbers must be the same. When correcting format errors, a new submission number is not required; however, the data entry date must be changed to reflect the date of the format change.
5. All correspondence and pleadings shall identify the proceeding as CC Docket No. 87-313.
6. Each reporting carrier must validate its data by using the most recent edit check program(s), provided by the Commission, for the reporting year. When an error is detected, the carrier must correct the error prior to submitting the report to the Commission. Once the carrier corrects its data so that the edit check program identifies no errors, the carrier should submit the ARMIS report along with a copy of the edit check printout to the Commission verifying that the program did not identify any errors.

**C. Where to File**

1. Carriers submitting FCC Report 43-06 should consult the schedule below which details the number of copies required and the location to which those copies should be delivered.
2. Carriers are reminded that they must serve a copy of both the paper report and the automated report (diskette) on the FCC's contractor for public records duplication.

**NUMBER OF COPIES**

	Trans- mittal Letter	Edit Check Report	Paper Report	Automated Report (diskette)
FCC Secretary Room 222 1919 M Street, N.W. Washington, D.C. 20554	1	—	—	—
FCC Common Carrier Bureau Accounting & Audits Division Suite 257 2000 L Street, N.W. Washington D.C., 20554	2	2	2	2
FCC Common Carrier Bureau Industry Analysis Division Room 538 1919 M Street, N.W. Washington, D.C. 20554	1	1	1	1
International Transcription Services Inc., (ITS) 1231 20th Street, N.W. Washington, D.C. 20036	1	—	1	1

**D. Footnotes**

1. If any data for the current period differs materially from that for the previous period and the difference is not self-explanatory but was caused by unusual circumstances, the filing carrier must include footnote text to explain the specific circumstances fully.
2. If the reporting carrier does not follow the procedures described in the row and column instructions of the attached Report Definition, it must explain any deviations

from those procedures in an explanatory footnote. Such footnotes must provide detailed explanations of the procedures actually used by the carrier and its specific reasons for deviating from procedures prescribed by the Commission's Rules. This provision should not be interpreted to mean that deviations from the prescribed rules will automatically be approved by the Commission.

**EXAMPLES:**

Do not say, "Data are compiled using a more inclusive process than in previous filing."

Do say, "Data are compiled using a process that includes xxx, which was not included in previous filings. The impact of including xxx in this row inflates this number by x% over the previous reporting period."

Do not say, "This value was not calculated pursuant to the instructions."

Do say, "This value was calculated using the xxx method rather than the method described in the instructions because . . ."

Do not say, "Corrected Data."

Do say, "\$xxxx is changed to \$xxxx because . . ."

Do not say, "Waiver" or "Waiver Granted."

Do say, "Waiver of Part xx.xxx was granted in CC Docket No. xx-xxx, X FCC, xxxx (199x) to allow Any Company to . . . because . . ."

3. The footnote text must be included in the Footnote Text Records and the Footnote Table as specified in the Automated Report Specifications.

**E. Errata**

1. Carriers are under a legal obligation to correct any erroneous data discovered in FCC Report 43-06. Submissions containing corrected data must include references to indicate which data items were corrected since the previous submission. These references must be included in the Erratum Records and the Erratum Table as specified in the Automated and Paper Report Specifications. In addition, the carrier must include in the transmittal letter a brief statement indicating the reason for the errata.

**F. Certification**

1. Carriers must certify the accuracy of the data submitted in FCC Report 43-06 by including a certification statement, signed by a corporate officer, as the last page of the paper report.
2. The text of the certification statement is included in the attached Report Definition.

**G. Waivers**

1. If a carrier determines that it will be unable to provide data required by FCC Report 43-06, it must file an application for waiver with the Commission following established Commission procedures. All such requests from a carrier should be included in a single application. The application must demonstrate good cause for reporting a different or lower level of detail, must establish the duration of the waiver requested, and must indicate how these deficiencies will be corrected.
2. Carriers should not act upon requests for waiver until waivers are granted. It is important that carriers be aware that waivers are not in effect until they are granted, in writing, by the Commission or under delegated authority.
3. Omission of individual data items or entries, without request for waiver, is unacceptable. One reason that compliance with the full requirements is so important is that omission of any single data entry by any carrier will jeopardize the accuracy of aggregate industry information.

**H. Extension of Filing Time**

1. Requests for extensions of filing time must be made in a timely manner. Requests received less than 72 hours prior to a filing date are prima facie unreasonable.

**I. Public Information**

1. The paper reports filed as Report 43-06 may be examined by the public from 9:00 a.m. to 12:00 p.m. and from 1:00 p.m. to 4:00 p.m., Monday through Friday, in Room 812, 2000 L Street, N.W., Washington, D.C.
2. Copies of the paper or automated reports filed as Report 43-06 may be obtained from the FCC's contractor for public records duplication, ITS. Parties should contact ITS at (202) 857-3800.

For further information regarding these procedures, contact:

Barbara Van Hagen  
FCC Common Carrier Bureau  
Accounting & Audits Division  
(202) 418-0840

SUMMARY

This document provides the Report Definition for FCC Report 43-06, the ARMIS Customer Satisfaction Report which must be provided annually by study area. It contains the following:

	<u>PAGE</u>
Table I - Summary Customer Satisfaction Survey	2
Table I - Row Instructions	3
Table I - Column Instructions	4
Certification	5

All percentage amounts must be entered in percent and rounded to 2 decimal places.

All monetary figures must be rounded to the nearest thousand dollars. All number of offices and customers must be entered in whole numbers.

All fields must be populated. If a data measure equals the quantity zero, enter zero in that field. This is the only proper use of zero in this report. If a filing carrier has a waiver applicable to a certain field, it must treat the data for that field as "Irretrievable" and footnote the reason for that entry (including a cite to the waiver, and a note as to its duration). Items which need not be reported because they do not apply are designated by N/A. DO NOT override N/As. If a reporting carrier should wish to apply data to a field containing an N/A, the carrier should enter the amount(s) and an explanation as a footnote to the field. The amount(s) must not be entered in an N/A'd field.

REMEMBER: Footnotes are mandatory for all "Irretrievable" entries.

When errata occur, carriers must include in the transmittal letter a brief statement indicating the reason for the errata. Other explanatory notes must be included in the footnote section of the filing.

NOTICE: The ARMIS Customer Satisfaction Report collects data designed to capture trends in service quality under price cap regulation and improves and standardizes existing reporting requirements for this purpose. The ARMIS Customer Satisfaction Report specifies information requirements in a consistent format and is essential to the FCC to monitor service quality under price cap regulation.

Public reporting burden for this collection of information is estimated to average 720 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this estimate burden or any other aspect of this collection of information, including suggestions for reducing the burden to the Federal Communications Commissions, Office of Managing Director, Washington, DC 20554.

An agency may not conduct or sponsor and a person is not required to respond to a collection of information unless it displays a currently valid control number.

FCC Report 43-06

ARMIS CUSTOMER SATISFACTION REPORT

COMPANY: XXXXXXXXXXXXXXXX

STUDY AREA: XXXXXXXXXXXXXXXX

PERIOD: From mmm yyyy To mmm yyyy

COSA: XXXX

Approved by OMB

3060-0763

Expires 09/30/1998

XXXX Version

SUBMISSION XXX

TABLE I

PAGE 1 of 1

**TABLE I - SUMMARY CUSTOMER SATISFACTION SURVEY**

ROW	Classification	COLUMN					
		Residential		Small Business		Large Business	
		Number Surveyed (ab)	Percent Dissatisfied (ac)	Number Surveyed (ad)	Percent Dissatisfied (ae)	Number Surveyed (af)	Percent Dissatisfied (ag)
0020	Reserved	N/A	N/A	N/A	N/A	N/A	N/A
0040	Installations						
0060	Repairs						
0080	Business Office						

## Customer Satisfaction Report

## Row Instructions

## Table I

Table I is a summary report of the results of the responding carriers' customer satisfaction surveys consisting of generic categories into which the disaggregated categories used by the carriers may be summarized. We chose generic categories in order to maintain the integrity of the individual customer satisfaction surveys, designed by each of the carriers, to suit each carrier's unique circumstances. Use the rounding conventions specified in the column instructions when entering these data. **Footnotes are mandatory for all "irretrievable" entries.**

Row 0020 - Reserved

Row 0040 - Installations - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's installation services and procedures.

Row 0060 - Repairs - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's repair services and procedures.

Row 0080 - Business Office - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's business office services and procedures.



## Customer Satisfaction Report

## Column Descriptions

Table I

Column (ab) - Number of Residential Customers Surveyed - This column represents the number of residential customers surveyed. Enter in whole numbers.

Column (ac) - Percent of Residential Customers Dissatisfied - This column represents the percentage of residential customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.

Column (ad) - Small Business Customers Surveyed - This column represents the number of small business customers surveyed. "Small business customer" is defined by the filing ILEC. Enter in whole numbers.

Column (ae) - Percent of Small Business Customers Dissatisfied - This column represents the percentage of small business customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.

Column (af) - Number of Large Business Customers Surveyed - This column represents the number of large business customers surveyed. "Large business customer" is defined by the filing ILEC. Enter in whole numbers.

Column (ag) - Percent of Large Business Customers Surveyed - This column represents the percentage of large business customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.

CERTIFICATION

I certify that I am an officer of \_\_\_\_\_;  
that I have examined the foregoing report and that to the best of my knowledge, information, and  
belief, all statements of fact contained in this report are true and that said report is an accurate  
statement of the affairs of the above named respondent in respect to the data set forth herein for  
the period from \_\_\_\_\_ to \_\_\_\_\_.

PRINTED NAME

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POSITION

---

SIGNATURE

---

DATE

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(Persons making willful false statements in this report form can be punished by fine or imprisonment under the Communications Act, 47 U.S.C. 220(e).)

CONTACT PERSON

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TELEPHONE NUMBER

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A. Introduction

This document contains the detailed automated data processing (ADP) specifications for the automated report to be filed as FCC Report 43-06, the ARMIS Customer Satisfaction Report.

B. General Format and Media

1. All data must be submitted on 3.5-inch double-sided IBM-PC compatible diskettes.
2. All files must be coded in ASCII.
3. The Commission has determined that no confidential treatment shall be granted for Report 43-06 filings.
4. The file name for each file has six components:
  - a. the four letter COSA code (CO = Company, SA = Study Area, see COSA Code Table for a list of companies and their respective COSAs).
  - b. the last two digits of the year which is covered by the data.
  - c. the letters "CS".
  - d. a decimal point.
  - e. the letter "U" to indicate this is the Unrestricted version.
  - f. two digits (zero filled) for the submission number: Submission 00 is for test data purposes only; Submission 01 is for the first submission of a year's data. If there is a change in the data in either the automated or paper report, the carrier must resubmit both. A higher number (2, 3, etc.) and a new data entry date must be used each time a change occurs to denote a new submission. The automated and paper report submission numbers must be the same. When correcting format errors, a new submission number is not required, however, the data entry date must be changed to reflect the date of the format change.

For example, the file name for the Unrestricted Version of the initial Customer Satisfaction Report data file to be submitted by Illinois Bell to cover calendar year 1997, will be LBIL97CS.U01:

LBIL	COSA for Illinois Bell
97	Data for calendar year 1997
CS	Customer Satisfaction Report data file
.	decimal point
U	Unrestricted version
01	First submission of this year's data

5. A separate file must be prepared for each report. More than one file may be placed on the same diskette, as long as they cover the same period, version, and submission number.

C. Data Entry Conventions

1. Give each record a unique record number, beginning with 1001 and incrementing by one, with no numbers skipped.
2. Begin each data record in column 1 and make each record the proper length as specified in the record layouts. Commas are used as delimiters between fields. All numeric fields are right justified and space filled, e.g. use    123, NOT 123. All non-numeric fields are enclosed in double quotation marks and are left justified and space filled within these quotation marks, e.g. use "John Doe ".
3. If an entry is to be a subtraction, indicate so by placing a minus sign in the column immediately preceding the numeric data, e.g. use -4, NOT - 4 or (4).
4. Do NOT include "\$", "%", embedded commas, decimal points, quotes or other formatting characters in any numeric data fields, except for row numbers and percentage fields, which will include a decimal point but not a percent sign.
5. In any numeric data field designated by N/A, enter -99999. If a filing carrier has a waiver applicable to a certain field, treat the data in that field as "Irretrievable" and enter -77777. Carriers must footnote the reason for that entry (including a cite to the waiver and a note as to its duration). Filing carriers are Not permitted to enter additional designators. These entries must be formatted according to the format rules for the particular data field; e.g., -99999 is entered as -99999.00 in the percentage fields.
6. All fields must be populated. If a data measure equals the quality zero, enter zero in that field. This is the only proper use of zero in this report.

D. Rounding Conventions

1. As specified in the Report Definition, all number of offices and customers must be entered in whole numbers.
2. All percentage amounts must be entered in percent and must be rounded to 2 decimal places.

Example:     23.70561 percent must be entered as 23.71

E. Footnotes

1. If any data for the current period differ materially from those for the previous period and the difference is not self-explanatory but was caused by unusual circumstances not explained in a previous report, then include footnote text to explain the specific circumstances.
2. If the reporting carrier does not follow the procedures described in the row and column instructions of the Report Definition, it must explain any deviations from those procedures in an explanatory footnote. Such footnotes must provide detailed explanations of the procedures actually used by the carrier and its specific reasons for deviating from procedures prescribed by the Commission's Rules. This provision should not be interpreted to mean that deviations from the prescribed rules will automatically be approved by the Commission. See Section D of the Reporting Procedures for examples of valid footnote text.
3. Footnotes must be included in the footnote text record(s) of the automated report.

F. Errata

1. Carriers are under a legal obligation to correct any erroneous data discovered in FCC Report 43-06. Submissions containing corrected data must include references to indicate which data items were corrected since the previous submission. These references must be included in the Erratum Records of the automated report. In addition, the carrier must include in the transmittal letter a brief statement indicating the reason for the errata. See Section B of the Reporting Procedures for use of submission numbers when an erratum occurs.

G. Data Validation Programs

1. Each reporting carrier must validate its data by using the most recent edit check program(s), provided by the Commission, for the reporting year. When an error is detected, the carrier must correct the error prior to submitting the report to the Commission. Once the carrier corrects its data so that the edit check program identifies no errors, the carrier should submit the ARMIS report along with a copy of the edit check printout to the Commission verifying that the program did not identify any errors.

## H. Data Record Descriptions

The six data record types are described below. See pages 5 through 13 for record layouts. The automated file will consist of the following record types:

1. Record Type H1 - Header Record  
One Type H1 record per file. The first record of each file. Contains identifying data. See page 5 for record layout.
2. Record Type L1 - Label Record  
One Type L1 record per file. The second record of each file. Contains report number, carrier name, study area name, etc. See page 6 for record layout.
3. Record Type S3 - Summary Customer Satisfaction Survey Data Record  
Three Type S3 records per file. One record for each of the 3 rows of summary survey data on customer satisfaction with the performance of the reporting carrier as shown on page 2 of the Report Definition. See pages 7 & 8 for record layout.
4. Record Type F3 - Footnote Record  
One or more Type F3 records(s) per file. Contains explanatory footnote text. Footnotes are mandatory for each data field designed by -77777 (Irretrievable). See pages 9 & 10 for record layout.
5. Record Type E6 - Erratum Record  
Zero Type E6 records in the first submission of a year's data. One or more Type E6 records per file in revisions filed to correct that year's submission. Each time an erratum occurs, a carrier must use a new submission number. The same submission number must be used for the automated report and the paper report. Contains information to identify the data which were corrected in this submission. See pages 11 & 12 for record layout.
6. Record Type T1 - Trailer Record  
One Type T1 record per file. The last record of each file contains contact person, etc. See page 13 for record layout.

RECORD TYPE H1 - HEADER RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1001	1-4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6-11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"H1"	13-16	Always contains the letter H capitalized and the number 1 with no space between them. Format: Include quotation marks.
4	File Name	"LBIL97CS.U01"	18-31	The name of the ASCII file. Format: See page 1, paragraph B.4. Include quotation marks.
5	Year	1997	33-36	The year covered by the data.
6	Quarter #	0	38	Always contains the number 0 since this is an annual data file.
7	Data Entry Date	19980315	40-47	The date on which the data were last entered or revised. Format: YYYYMMDD.
8	Version	"U"	49-51	The version letter U capitalized for Unrestricted. Format: Include quotation marks.
9	Submission #	01	53-54	00 for test data purposes only; 01 for first submission of a year's data. Higher numbers (02, 03, etc.) are used each time a change occurs to denote a new submission. The same submission number must be used for the automated and paper reports. Format: Right justified.
10	End of Record Code	"XQ"	56-60	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

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1	2	3	4	5
1234567890123456789012345678901234567890123456789				

Sample record:  
1001,"LBIL","H1","LBIL97CS.U01",1997,0,19980315,"U",01,"XQ"

RECORD TYPE L1 - LABEL RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1002	1-4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6-11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"L1"	13-16	Always contains the letter L capitalized and the number 1 with no space between them. Format: Include quotation marks.
4	Report Number	"FCC REPORT 43-06"	18-35	Always contains "FCC REPORT 43-06" capitalized. Format: Include quotation marks.
5	Carrier	"Illinois Bell       " (spaces until pos. 68)	37-68	Name of the carrier. Format: Left justified and space filled. Include quotation marks.
6	Study Area	"Illinois               "	70-91	Name of the study area. Format: Left justified and space filled. Include quotation marks.
7	Period Covered	"Jan 1997 to Dec 1997"	93-114	Period covered by the data. Format: "mmm yyyy to mmm yyyy" Include quotation marks.
8	End of Record Code	"XQ"	116-119	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

[illegible]

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      1      1
      0      1
345678901234567890123456789
Continuation of sample record:
"Jan 1997 to Dec 1997", "XQ"

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RECORD TYPE S2 - SUMMARY CUSTOMER SATISFACTION SURVEY DATA RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1004	1-4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6-11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"S2"	13-16	Always contains the letter S capitalized and the number 2 with no space between them. Format: Include quotation marks.
4	Row Number	0040.0	18-23	Row numbers as identified on the Report Definition. Valid range: 0020.0 to 0080.0 Format: Right justified and space filled, with one decimal place. Since all applicable row numbers are integers, append .0 to each row number.
5	Column (ab) data	500 -or- 50.00	25-33	This field contains the data corresponding to column (ab) as shown on the Form Section of the Report Definition. Format: Right justified and space filled. Enter -77777 in integer rows and -77777.00 in percentage rows where data for a field are Irretrievable. All other fields must be populated.
6	Column (ac) data	25.00	35-43	Column (ac) data Format: See Field 5 above.
7	Column (ad) data	200	45-53	Column (ad) data Format: See Field 5 above.
8	Column (ae) data	10.00	55-63	Column (ae) data Format: See Field 5 above.
9	Column (af) data	300	65-73	Column (af) data Format: See Field 5 above.
10	Column (ag) data	15.00	75-83	Column (ag) data Format: See Field 5 above.
11	End of Record Code	"XQ"	85-88	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

RECORD TYPE S2 - SUMMARY CUSTOMER SATISFACTION SURVEY DATA RECORD (continued)

Note: All fields are separated by commas.

If any data for the current period differ materially from those for the previous period or the corresponding period of the preceding year and the difference is not self-explanatory but was caused by unusual circumstances, the carrier must include footnote text to explain the specific circumstances fully.

Certain items require accompanying mandatory footnotes and must be entered in the Footnote Text record(s). Such items as those data fields designated as "Irretrievable".

1	2	3	4	5	6	7	8
12345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678							
Sample record:							
1004,"LBIL","S2",0040.0,		500,	25.00,	200,	10.00,	300,	15.00,"XQ"
1005,"LBIL","S2",0060.0,		100,	5.50,	150,	10.00,	500,	20.26,"XQ"

RECORD TYPE F3 - FOOTNOTE TEXT RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number (for <u>this</u> record)	1006	1-4	The sequential number of <u>this</u> record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6-11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"F3"	13-16	Always contains the letter F capitalized and the number 3 with no space between them. Format: Include quotation marks.
4	Record Number (for the footnoted data)	1004	18-21	This field contains the record number of the record which contains the footnoted data. If the footnote pertains to the entire column(s), an entire table, or the entire submission, use 9999. Format: Right justified and space filled.
5	Table Number	"I "	23-28	This field contains the table number (Roman numerals) of the table in which the footnoted data appear. If the footnote pertains to an entire table, use "ZZZZ". Format: Include quotation marks. Left justified and space filled.
6	Row Number	0040.0	30-35	This field contains the row number of the row which contains the footnoted data as identified in the Report Definition. If the footnote pertains to the entire column(s), an entire table, or the entire submission, enter 9999.0. Format: Right justified and space filled, with one decimal place. Since all applicable row numbers are integers, append .0 to each row number.
7	Column Label	"ZZ"	37-40	This field contains the column letter(s) of the footnoted data as identified in the Report Definition. If the footnote pertains to an entire row, an entire table, or the entire submission, enter "ZZ". Format: Include quotation marks. Left justified and space filled.
8	Footnote Number	1	42-44	The number of this particular footnote. Valid range: 1 to 999. Format: Right justified and space filled.



RECORD TYPE E6- ERRATUM RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number (for <u>this</u> record)	1011	1-4	The sequential number of <u>this</u> record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6-11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"E6"	13-16	Always contains the letter E capitalized and the number 6 with no space between them. Format: Include quotation marks.
4	Record Number (for the corrected data)	1004	18-21	This field contains the record number of the record which contains the data which were corrected in this submission. If the entire column(s), an entire table, or the entire submission was corrected, use 9999. Format: Right justified and space filled.
5	Table Number	"I "	23-28	This field contains the table number (Roman numerals) of the table in which the corrected data appear. If an entire table or submission was corrected, use "ZZZZ". Format: Include quotation marks. Left justified and space filled.
6	Row Number	0040.0	30-35	This field contains the row number of the row which contains the corrected data as identified in the Report Definition. If the entire column(s), an entire table, or the entire submission was corrected, enter 9999.0. Format: Right justified and space filled, with one decimal place. Since all applicable row numbers are integers, append .0 to each row number.
7	Column Label	"ZZ"	37-40	This field contains the column letter of the corrected data as identified in the Report Definition. If an entire row, an entire table, or the entire submission was corrected, enter "ZZ". If more than one column but less than the entire row was corrected, then populate this field and as many as needed of fields 8 thru 26. Format: Include quotation marks. Left justified and space filled.

## RECORD TYPE E6 - ERRATUM RECORD (continued)

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
8	Second Column Label	"AC"	42-45	
9	Third Column Label	"AD"	47-50	Fields 8 thru 26 are similar
.				to Field 7 and are used
.				when the correction is in
.				the same row and more than
.				one column.
26	Twentieth Col. Label	" "	132-135	Otherwise, enter " ".
27	Footnote Number	1	137-139	This field contains the footnote number that explains the correction. If there is no footnote, use a zero. Format: Right justified and space filled.
28	End of Record Code	"XQ"	141-144	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

When an errata occurs, carriers must use higher submission numbers and a new data entry date to denote a new submission. If there is a change in either the automated or paper report, the carrier must re-submit both. The automated report and the paper report submission numbers must be the same.

In addition to including these references in the erratum record(s) of the automated report, carriers must include a brief statement indicating the reason for the errata in the transmittal letter.

[illegible]

```

      1          1          1          1          1
      0          1          2          3          4
789012345678901234567890123456789012345678901234
Continuation of sample records:
" " " " " " " " "/" "/" "/" "/" "/" "/" 1."x0"
```

RECORD TYPE T1 - TRAILER RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1012	1-4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6-11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"T1"	13-16	Always contains the letter T capitalized and the number 1 with no space between them. Format: Include quotation marks.
4	Contact Person	"John Doe " (spaces until pos. 59)	18-59	The name of the person to contact if there are questions about the report. Format: Include quotation marks.
5	Telephone #	"(202) 555-1212 x123 "	61-82	The Contact Person's telephone number. Format: Include quotation marks.
6	End of Record Code	"XQ"	84-87	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

[illegible]

A. Introduction

This document contains the detailed specifications for the paper report to be filed as FCC Report 43-06, the ARMIS Customer Satisfaction Report.

B. General Instructions

- for
1. The Commission has determined that no confidential treatment shall be granted Report 43-06 filings.
  2. The paper report must be printed on 8 1/2 inch by 11 inch paper. For ease of preparation, an original may be produced on larger paper and reduced to this size for submission. Copies filed must be legible and permanent, in black ink. The report may be printed in portrait mode (8 1/2 inches across the top of the page) or landscape mode (11 inches across the top of the page). In portrait mode, the printing should not be smaller than 17 characters per inch and 8 lines per inch; in landscape mode, the printing should not be smaller than 15 characters per inch and 10 lines per inch.

C. Data Entry Conventions

1. If an entry is to be a subtraction, indicate so by placing a minus sign in the column immediately preceding the numeric data, e.g., use -4, NOT - 4 or (4).
2. Items that need not be reported because they do not apply are designated by N/A. If a filing carrier has a waiver applicable to a certain field, treat the data in that field as "Irretrievable" and enter "I/T". Carriers must footnote the reason for that entry (including a cite to the waiver and a note as to its duration). Filing carriers are NOT permitted to enter additional designators. All other fields must be populated. If there are no data applicable to an open field enter zero.
3. If a data measure equals the quality zero, enter zero in that field. This is the only proper use of zero in this report.

D. Rounding Conventions

1. As specified in the Report Definition, all number of offices and customers must be entered in whole numbers.
2. All percentage amounts must be entered in percent and must be rounded to 2 decimal places.

Example: 23.70561 percent must be entered as 23.71



E. Footnotes

1. If any data for the current period differ materially from those for the previous period and the difference is not self-explanatory but was caused by unusual circumstances not explained in a previous report, then include footnote text to explain the specific circumstances.
2. If the reporting carrier does not follow the procedures described in the row and column instructions of the Report Definition, it must explain any deviations from those procedures in an explanatory footnote. Such footnotes must provide detailed explanations of the procedures actually used by the carrier and its specific reasons for deviating from procedures prescribed by the Commission's Rules. This provision should not be interpreted to mean that deviations from the prescribed rules will automatically be approved by the Commission. See Section D of the Reporting Procedures for examples of valid footnote text.
3. Footnotes must be included in the footnote table(s), not on individual table pages.

F. Errata

1. Carriers are under a legal obligation to correct any erroneous data discovered in FCC Report 43-06. Submissions containing corrected data must include references to indicate which data items were corrected since the previous submission. These references must be included in the Erratum Table of the paper report. In addition, carriers must include in the transmittal letter, a brief statement indicating the reason for the errata. See Section B of the Reporting Procedures for the use of submission numbers when an erratum occurs.

G. Data Validation Programs

1. Each reporting carrier must validate its data by using the most recent edit check program(s), provided by the Commission, for the reporting year. When an error is detected, the carrier must correct the error prior to submitting the report to the Commission. Once the carrier corrects its data so that the edit check program identifies no errors, the carrier should submit the ARMIS report along with a copy of the edit check printout to the Commission verifying that the program did not identify any errors.

H. Page Layouts

1. The page layout for this report is illustrated in the Form Section of the Report Definition.
2. The paper report will consist of the following pages, in order:

	<u>Illustrated in Paper Report Specs. on Page</u>
The Cover Page	4
Table I Summary Customer Satisfaction Survey	<u>Illustrated in Report Definition Form on Page</u> 3
The Footnote Table (at least one page and as many pages as needed)	<u>Illustrated in Paper Report Specs. on Page</u> 5
The Erratum Table (for submission number 2 or higher, as many pages as needed)	6
The Certification Page	7

FCC Report 43-06

Approved by OMB  
3060-0763  
Expires 09/30/1998  
Estimated Avg. Burden Per Response: 900 Hrs

**FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON, D.C. 20554**

**ARMIS CUSTOMER SATISFACTION  
REPORT**

**For Year End \_\_\_\_\_**

**Name of Company:**

**Address of Company:**

FCC Report 43-06, the Customer Satisfaction Report, is prescribed for every local exchange carrier for whom price cap regulation is mandatory. This report reflects the results of customer satisfaction surveys conducted by individual carriers to capture trends in service quality under price cap regulation and improves and standardizes existing reporting requirements for this purpose. The ARMIS Customer Satisfaction Report specifies information requirements in a consistent format and is essential to the FCC to monitor service quality under price cap regulation.

Public reporting burden for this collection of information is estimated to average 900 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this estimate burden or any other aspect of this collection of information, including suggestions for reducing the burden to the Federal Communications Commissions, Office of Managing Director, Washington, DC 20554.

An agency may not conduct or sponsor and a person is not required to respond to a collection of information unless it displays a currently valid control number.

FCC REPORT 43-06  
ARMIS CUSTOMER SATISFACTION REPORT

Approved by OMB  
3060-0763  
Expires 09/30/1998

COMPANY: xxxxxxxxxxxxxxxxxxxxxx  
STUDY AREA: xxxxxxxxxxxxxx  
PERIOD: From mmmm yyyy To mmmm yyyy  
COSA: xxxx

xxxxxxxxxxx VERSION  
SUBMISSION x  
FOOTNOTE TABLE  
PAGE 1 OF x

## FOOTNOTE TABLE

<u>Table</u>	<u>Row</u>	<u>Col</u>	<u>FN#</u>	<u>Footnote Text</u>
(a)	(b)	(c)	(d)	(e)
sample entries:				
I	0040.0	ALL	1	Footnote text for footnote 1 continuation text for footnote 1 last line of footnote 1
I	0060.0	AC	2	Footnote 2 pertains to column AC of Table I row 0060.0
I	ALL	AD	3	Footnote 3 pertains to all rows of Table I column AD

REMINDER: Certain items in this report require accompanying mandatory footnotes and must be entered in the Footnote Table. Such items are those data fields designated as "Irretrievable"

FCC REPORT 43-06  
ARMIS CUSTOMER SATISFACTION REPORT

Approved by OMB  
3060-0763  
Expires 09/30/1998

COMPANY: xxxxxxxxxxxxxxxxxxxxxxxx  
STUDY AREA: xxxxxxxxxxxxxxxx  
PERIOD: From mmmm yyyy To mmmm yyyy  
COSA: xxxx

xxxxxxxxxxx VERSION  
SUBMISSION x  
ERRATUM TABLE  
PAGE 1 OF x

## ERRATUM TABLE

<u>Table</u>	<u>Row</u>	<u>Column(s)</u>	<u>FN#</u>
(a)	(b)	(c)	(d)
sample entries:			
I	0040.0	AB	1

THE ABOVE DATA HAVE BEEN CORRECTED IN THIS SUBMISSION.  
SEE THE FOOTNOTE TABLE FOR FOOTNOTES WHERE APPLICABLE.

CERTIFICATION

I certify that I am an officer of \_\_\_\_\_;  
that I have examined the foregoing report \_\_\_\_\_ and that to the best of my knowledge,  
information, and belief, all statements of fact contained in this report are true and that said report  
is an accurate statement of the affairs of the above named respondent in respect to the data set  
forth herein for the period from \_\_\_\_\_ to \_\_\_\_\_.

PRINTED NAME \_\_\_\_\_

POSITION \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

(Persons making willful false statements in this report form can be punished by fine or imprisonment under the Communications Act, 47 U.S.C. 220(e).)

CONTACT PERSON \_\_\_\_\_

TELEPHONE NUMBER \_\_\_\_\_